

Welcome to a Conference on Social Justice

Monday 29th January 2018



Please join us online using the Twitter hashtag: [#socialjustice](#) and don't forget to mention other charities, individuals or groups you have met today!

In this programme you will find:

- The Agenda for the day
- A brief biography of the speakers
- Information and contact details for attending charities and groups (where provided)

We hope you enjoy the day!



Agenda

- 09.30 - 10.00 Registration - Tea and Coffee
- 10.00 - 10.15 Welcome - Rt Revd Alan Hopes (Bishop of the Roman Catholic Diocese of East Anglia)
- 10.15 - 10.30 "Why should We Care?" - Rt Revd Jonathan Meyrick (Bishop of Lynn, Church of England Diocese of Norwich)
- 10.30 - 10.50 Overview of Situation in Norwich - Alan Waters (Leader, Norwich City Council)
- 10.50 - 11.10 Question and Answer Session
- 11.10 - 11.15 Purposes of the Day - Tony Gammage (Founder of Living Wage Norwich, Chair of Planning Group)
- 11.15 - 12.00 Networking and Information Sharing
Speakers introduce workgroups
- 12.00 - 12.10 Homelessness - Dr Jan Sheldon (CEO, St Martins)
- 12.10 - 12.20 Prisoners & the Justice System - Paul Mortimer (Her Majesty's Prison and Probation Service)
- 12.20 - 12.30 Mental Health and Substance Abuse - Paul Martin (CEO, Matthew Project)
- 12.30 - 13.20 Lunch will be provided
- 13.20 - 13.30 Low Wage Earners: The Real Living Wage - Daniel Childerhouse (Living Wage Norwich and CEO of Future Projects)
- 13.30 - 13.40 Migrants - Carrie Sant (Community Development Worker)
- 13.40 - 13.50 Disability - Jonathan Moore (Chair, Equal Lives)
- 13.50 - 14.00 Elderly/Social Care - Sue Whitaker (Former Cabinet member and Chair of Adult Social Care Committee, Norfolk County Council)
- 14.00 - 15.00 Workgroup discussions
- 15.00 - 15.30 Feedback from workgroups
- 15.30 - 16.00 Summation of day and commitments - Dan Mobbs (CEO, Mancroft Advice Project)
- 16.00 End

Welcome to the Conference on Social Justice

I should like to welcome you to the conference and trust you have an informative and productive day. I was delighted to note the impressive range of church and secular charities in the Greater Norwich area that you represent.

The morning and early afternoon sessions are devoted to providing information and giving you an opportunity to ask questions, meet people and visit display stalls. The rest of the day will be spent in discussing how we can work together to find more effective ways of co-operating to support those in need.

We also ask that you leave a business card, or similar card, indicating your contact details and charity/organisation on arrival. At 11.15 am, before you leave your tables, you are asked to take another card, at random, so that you can mutually arrange to meet after the conference is over. Explanations will be provided during the day. We hope you will take part in activities proposed as a follow-up to the conference. At the end, you are asked to leave the short evaluation sheet on your working table.

I should like to thank: our distinguished speakers who are spending all day with us, the Planning Group, most of whom represent local charities, and who have put so much work into planning the day over the last 12 months, and the Norfolk Community Advice Network which has provided the considerable administrative support that has made this conference possible.

Similarly, we thank our generous donors (who are listed in the programme) who have enabled this conference to be free to delegates.

Thank you for coming and have an enjoyable day!

Tony Gammage, Founder, LWN and Chair of Planning Group

Speakers Information

Rt Revd Alan Hopes (Bishop of the Roman Catholic Diocese of East Anglia)

Alan Hope was consecrated a bishop in 2003 to work as an Auxiliary in the Westminster Diocese (which covers London north of the River Thames and Hertfordshire). He worked closely with Cardinals Cormac Murphy O' Connor and Vincent Nichols. Alan has always had a keen interest in social justice, having worked as a priest in challenging and deprived areas in London, from Haringey to Kensington.

Part of Alan's pastoral care as a bishop was to work very closely with the 57 ethnic chaplaincies of the Diocese which brought to light many of the social and wider problems faced by immigrants, refugees and asylum seekers. Alan was also part of the very first group of people who were called together to begin a real discussion for action on the problems of human trafficking, which has led to it being taken more seriously by the authorities.

Alan was appointed by Pope Francis as the fourth Bishop of East Anglia in June 2013 and has also pursued the problem of human trafficking in East Anglia. The Diocese is also in the process of setting up a Diocesan Caritas structure to enable them to reach out more easily to the poor and those in need in local parishes.

Rt Revd Jonathan Meyrick (Bishop of Lynn, Church of England Diocese of Norwich)

Bishop Jonathan Meyrick is the Suffragan Bishop in the Church of England Diocese of Norwich with devolved responsibility for the episcopal care of the north and west of the diocese. He also has Diocesan wide responsibility for the Social Community and Environmental Concerns Forum, for Chaplains working in prisons, hospitals and the work-place, for the Children Youth and Family Forum and for the Diocesan link with the Anglican Church in Papua New Guinea.

He became Bishop of Lynn in 2011 following thirteen years in cathedral ministry in Rochester and Exeter and fourteen years in parish ministry in rural Wiltshire and suburban Buckinghamshire.

Alan Waters (Leader, Norwich City Council)

Alan Waters has been an elected member of Norwich City Council for 25 years. He has held a number of senior positions and is currently serving a second term as leader of the council. Alan sits on the editorial board of 'Local Economy', based at South Bank University; he is a Fellow of the Royal Society of Arts; a member of the South East Board of the Arts Council, and the New Anglia Local Enterprise Partnership. Alan worked for 25 years in comprehensive schools in England and Australia. He continues his involvement in secondary education as an Associate Tutor for the School of Education and Life Long Learning at the University of East Anglia.

Equalities and social inclusion are reflected in the council's core priorities to achieve a fair city. Current initiatives include: promotion of the Living Wage, building high quality affordable housing, investing in communities, and ensuring the goods and services bought generate social as well as economic value locally.

Dr Jan Sheldon (CEO, St Martins)

Jan has recently joined St Martins and is looking forward to developing the excellent work of the charity.

Prior to joining St Martins, Jan worked for Skills for Care, the Sector Skills Council for Social Care, where she was involved in the design and implementation of a workforce development strategy across adult social care. She worked closely with the Department of Health and the Cabinet Office. More recently, Jan was the CEO for the Royal Association for Deaf people, working closely with trustees and senior staff to develop and deliver the strategic objectives of the charity.

Jan is passionate about supporting people to live the lives they want to lead and is a keen campaigner for social justice.

Paul Mortimer (Her Majesty's Prison and Probation Service)

Paul has spent sixteen years in the Prison Service working with category A, B, C, D prisoners and those with dangerous severe personality disorders as a uniformed officer. Recently he has taken on the role of Head of Learning Skills and Employment at HMP Norwich. Prior to this he worked as a manager of a children's educational charity and as a Police Officer in Suffolk Constabulary.

Paul Martin (CEO, Matthew Project)

Paul joined The Matthew Project as CEO in 2014 following roles across the public, private and charity sector, in the UK and internationally. He hopes he has helped bring these sectors closer together for social good.

With experience across Environmental and Public Health, Regeneration, Criminal Enforcement, Major Emergencies and Security and International Development, Paul has seen many situations where social justice has been tested. Across the three sectors, local services, projects and employers, the theme of mental health has been a constant and emerging issue.

The Matthew Project is known for its substance misuse work, but the center of this work is the focus on the person and family. This is because substance misuse connects with all issues of the individual and the community, both past and present, and includes Mental Health in all its forms.

Daniel Childerhouse (Living Wage Norwich and CEO of Future Projects)

Daniel Childerhouse is the Chief Executive Officer of Future Projects, a charity active in helping children and adults in Norfolk that experience severe and multiple deprivation and disadvantage. Under Daniel's leadership the charity has grown to develop a range of high quality, community-based projects and services which promote employment, education, health, skills, physical and mental wellbeing, and improved life chances for local residents.

Daniel has been the Chair of Living Wage Norwich since 2016 and has over a decade of experience in operational and leadership roles within the Voluntary Sector. Daniel has a keen interest in the causes of poverty, community development and social mobility.

Carrie Sant (Community Development Worker)

Carrie Sant is a part time outreach practice nurse, a community development worker, and co-ordinator of City Saints in Action. Working with volunteers who are looking to form new social networks, she looks to do this by facilitating people working together to help others. This includes working with and for refugees, asylum seekers and other migrants along with members of the local community.

They aim to target gaps in statutory provision. Using an asset based approach they seek to build community and to encourage the sharing of resources.

Jonathan Moore (Chair, Equal Lives)

Jon has been a trustee of Equal Lives for the last 6 years and Chair for the last 4 years. He used to work in a voluntary capacity for the Eastern Daily Press, and during that time wrote about disability issues for the paper. In order to do this, he has had to have a good understanding of the social model of disability. Jon also used to work as a disability awareness training assistant for the old Norfolk careers service.

Sue Whitaker (Former Cabinet member and Chair of Adult Social Care Committee, Norfolk County Council)

A graduate of UEA, Sue was elected to Norfolk County Council as Labour member for Lakenham in 2001. She was Group Leader 2007 - 2009, Cabinet Member for Adult Social Care 2013 - 2014 and Chair of the Adult Social Care Committee 2014 - 2016. Sue was a member of the national Local Government Association Board on Adult Social Care 2005 - 2015. Sue stood down as a Councillor in May 2017 but is currently a Hospital Manager at Norfolk and Suffolk NHS Foundation Trust and a Trustee for Age UK Norwich and Future Projects.

Dan Mobbs, (CEO, Mancroft Advice Project)

Dan Mobbs is CEO of Mancroft Advice Project (MAP). MAP is a young person's charity providing information, advice, youth work and therapeutic support and counselling to young people aged 11 – 25 years old. The youth mental health team support the wellbeing of 11-18 year olds in Norfolk through group work in schools, 1-2-1 drop-ins and psychosocial interventions. MAP hopes that by providing holistic support for young people at the earliest opportunity in the most accessible way, young people will become self-reliant and ready for adult life and so prevent problems getting bigger and lasting longer.

Dan is also the Chair of Norfolk Community Advice Network. NCAN is an alliance of over 50 free social welfare advice providers, led by a Steering Group of members. It was established in the 1990's, and has the goal to ensure that Norfolk residents can access good quality social welfare information, advice, assistance and representation at a time or place when they need them most.

Organisations represented at the conference:

Name	Age UK Norfolk
Description	Provide advice and support to older people across Norfolk to help them live independent lives and enable them to make informed choices.
Type of Clients	Older people.
Contact Details	300 St Faiths Road, Old Catton, Norwich, NR6 7BJ; 01603 787111; advice@ageuknorfolk.org.uk
Scale	A large independent charity providing services with the support of volunteers for over 70 years.
Geographical Area	Norfolk.

Name	Age UK Norwich
Description	<p>Drop-in Information and Advice team on London Street and outreach advice surgeries. The Welfare Rights team help clients (by appointment) to identify and claim any benefits they are entitled to. People that are lonely/isolated can be referred to befriending or social activities.</p> <p>The Marion Road day centre offers a range of social activities, advice, personal care, reminiscence work and Cognitive Stimulation Therapy to people living with dementia and their carers.</p> <p>Currently chairs the Norwich City Dementia Action Alliance.</p> <p>Free IT training sessions are offered; there is a rota solicitor scheme; and Age UK host advice sessions given by The Tax for Older People Service.</p>
Type of Clients	Anyone aged 50+
Contact Details	Drop-in Information and Advice team on London Street is open throughout the week between 10am – 4pm, except on Wednesdays when it closes at 2pm. Clients can also access help by

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	telephone: 01603 496333; 60 London Street, Norwich, NR2 1JX.
Scale	During 2015-16 provided services, activities and support for 7,196 people.
Geographical Area	Norwich.

Name	Alan Cabbage
Description	'Sole practitioner supporting community groups to develop. I also advise and advocate for individuals seeking personal care or support services to maintain their independence.'
Type of Clients	Small community groups of various kinds, one off campaigns to long term services. Older people, disabled adults and children.
Contact Details	Alan Cabbage (Community Development and Social Care Advisor): 07774 000140; alancabbage@yahoo.co.uk
Scale	-
Geographical Area	Norwich and Norfolk.

Name	Al-Anon Family Groups UK
Description	Supports families and friends affected by living with an alcoholic through a programme of literature, meetings and one to one support based on The Twelve Steps of AA. There is a 365 day national help line.
Type of Clients	Family members and friends of alcoholics.
Contact Details	Anonymous group meets Thursday at 8pm St Mary Magdalene church room, Silver Road Norwich.
Scale	Modest compared to AA, with whom Al-Anon Family Groups cooperate.
Geographical Area	Norfolk (worldwide).

Name	All Saints Hethel
Description	Rural parish church which seeks to be aware and, where possible, support issues of social justice.
Type of Clients	-
Contact Details	cathynicholls@allbelievers.org
Scale	Small scale.
Geographical Area	Serves the parish of Hethel and the Mulbarton Benefice.

Name	Archbishop Sancroft High School
Description	Church of England Secondary High School.
Type of Clients	-
Contact Details	Wilderness Lane, Harleston, IP20 9DD
Scale	Small rural high school which serves Harleston and the wider community.
Geographical Area	South Norfolk.

Name	Ascend Adventure
Description	Offer flexible, individually tailored adventure therapy programmes utilising the relationship between outdoor pursuits and therapeutic change. Also offer Team Development/Outdoor Away Days for professionals and deliver charity fundraising adventurous challenges.
Type of Clients	Specialise in working with marginalised adults, young people, and those recovering from substance misuse.
Contact Details	info@ascendadventure.co.uk; 07507 842187
Scale	Small developing organisation based in Norwich and outdoor site at Postwick. During 2017 had 450 engagements through 12 different projects.
Geographical Area	South Norfolk.

Name	Assert Asylum
Description	Social Psychology. Local first aid mental health courses, and network therapy.
Type of Clients	Anyone.
Contact Details	www.asylummagazine.com
Scale	National magazine and conferences.
Geographical Area	-

Name	Benjamin Foundation (The)
Description	Supports 16-25 year olds, and 'Leaving Care' young people with supported lodgings, employment, education, and training.
Type of Clients	Young people aged 16-25 who are at risk of homelessness.
Contact Details	07817 014996
Scale	Supporting 150 young people across housing homeless, Looked After Children / Leaving Care supported lodgings and Heart and Home (host) scheme to access supported, safe lodgings.
Geographical Area	Norfolk and Suffolk.

Name	Break
Description	Working to support children, young people and families.
Type of Clients	Provide services for looked after children; children and young people with disabilities; families in need of support; young people leaving care.
Contact Details	Sarah Hulm (Business Improvement Manager): Sarah.hulm@break-charity.org
Scale	-
Geographical Area	Break works across Norfolk, in areas of Cambridgeshire and Suffolk.

Name	Bridge Plus
Description	Aims to improve community cohesion through innovative community engagement activities and service delivery. Core work consists of providing an information and advice service, whilst also offering employment support and regular community lunches. Part of the Norwich Integration Partnership.
Type of Clients	Black/Asian and Minority Ethnic communities, including refugees and other migrants.
Contact Details	Sackville Place, 44-48 Magdalen Street, Norwich, NR3 1JU; 01603-617076; office@bridgeplus.org.uk; www.bridgeplus.org.uk
Scale	Norwich and Norfolk.
Geographical Area	A small, BME-led organisation, with three part-time staff members and a small team of volunteers. Sees over 200 service users a year for varying amounts of time.

Name	British Red Cross
Description	Integration and access to legal support. Volunteer support and low level emotional & practical support for people leaving hospital or to help prevent hospital admissions.
Type of Clients	Anyone in crisis, specifically Asylum Seekers and Refugees.
Contact Details	British Red Cross, Refugee Centre, Norwich, 11 Prince of Wales Road, NR1 1BD; 01603 623041
Scale	Currently around 55 volunteers covering a large Norfolk area for up to 6 weeks of support. The Refugee Centre in Norwich opens three days a week, and sees on average 8-12 service-users each day.

Geographical Area	80% of Norfolk (British Red Cross cover the whole of the UK).
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Name	Broadland Housing Group
Description	Social housing across Norwich and Norfolk.
Type of Clients	Low income families and individuals including homeless families.
Contact Details	0303 303 0003; enq@broadlandgroup.org
Scale	Own and manage 5,000 homes across Norfolk including 8 'housing with care' schemes.
Geographical Area	Norfolk.
Type of Clients	Low income families and individuals including homeless families.
Contact Details	0303 303 0003; enq@broadlandgroup.org
Scale	Own and manage 5,000 homes across Norfolk including 8 'housing with care' schemes.
Geographical Area	Norfolk.

Name	Business in the Community
Description	The Prince's Responsible Business Network. The members work together to tackle a wide range of issues that are essential to building a fairer society and a more sustainable future.
Type of Clients	-
Contact Details	Robin Tungate (Business Connector): robin.tungate@bitconnect.org
Scale	-
Geographical Area	National.

Name	Carers Matter
Description	Provide support for unpaid carers.
Type of Clients	Carers aged 16+ that care for someone aged 18+.
Contact Details	0800 083 1148
Scale	Nine carer connectors covering the county.
Geographical Area	Norfolk.

Name	Children's Services
Description	Provides support and help for children and families.
Type of Clients	Children and families.
Contact Details	Chris Dickerson (Assistant Practitioner): chris.dickerson@norfolk.gov.uk
Scale	In a six month period the Local Authority has spent £87,000 on temporary accommodation for families deemed intentionally homeless.
Geographical Area	Norfolk, but attendees are based in Norwich.

Name	Christians Against Poverty
Description	Provides free debt counselling and runs a job club.
Type of Clients	Anyone struggling with debt or struggling to find a job.
Contact Details	johngraver@capuk.org
Scale	National charity working with the local church to provide debt counselling. Regulated by FCA.
Geographical Area	Within Norwich postcode but also covers Mid Norfolk.

Name	Citizens Advice
Description	Free advice on wide range of issues.
Type of Clients	Wide variety of people including those who have debt, homelessness, employment, relationship breakdown issues.
Contact Details	Citizens Advice Norfolk, St Crispins House, Norwich, NR3 1PD; www.norfolkcab.org.uk
Scale	150+ volunteers.
Geographical Area	Norfolk, but part of a national organisation.

Name	City Pastors
Description	Goes out on Saturday nights to Prince of Wales Road. Looks out for vulnerable people and provides support. Supported by prayer pastors.

Type of Clients	Clubbers who become isolated or vulnerable during the night, those who are homeless and / or sofa surfers.
Contact Details	-
Scale	Approx. 25 volunteers, going out on 2nd and 4th Saturday night of the month.
Geographical Area	Central Norwich.

Name	City Reach
Description	Provides primary health care to vulnerable adults and helps them access GP services.
Type of Clients	The homeless, asylum seekers and refugees, sex workers, travellers, the homeless.
Contact Details	Jacky Mosley (Specialist Public Health Nurse): jacky.mosley@gmail.com Rachel Hunt (Practice Nurse): clodagh.clarry@nchc.nhs.uk; 01603 612481
Scale	150 asylum seeker beds in Norwich but also sees those with leave to remain and no recourse to public funds.
Geographical Area	Norwich.

Name	Club 99
Description	A registered charity providing a summer play-scheme.
Type of Clients	Children age 5-11 deemed to be vulnerable and disadvantaged.
Contact Details	Elizabeth Burrows (Chairman of Trustees): Elizabeth.burrows4@btinternet.com
Scale	A small charity with an annual budget of about £25,000. Running during the summer holidays and catering for around 85 different children each year.
Geographical Area	Attleborough and surrounding areas and towns Norfolk.

Name	Community Action Norfolk
Description	Charity working to build a stronger and fairer Norfolk. Engages with the voluntary, community and social enterprise (VCSE) sector. Works closely with VCSE organisations and other partners to build the positive relationships needed to collaboratively develop strategy, policy and services. Providing practical support to VCSE organisations, and aiming to be the first port of call for support to achieve goals from helping to find funding and running an organisation, to engaging the community and strategic planning.
Type of Clients	VCSE organisations.
Contact Details	Community Action Norfolk, Ambassador Way, Greens Road, Dereham, Norfolk NR20 3TL; 01362 698216; communityactionnorfolk.org.uk
Scale	Works with over 500 organisations directly a year with links to over 5,000 organisations, volunteers and community champions.
Geographical Area	Norfolk.

Name	Community Action Norwich
Description	Works in partnership with other agencies helping to bring hope to the disadvantaged.
Type of Clients	Homeless, unemployed, hungry, those with mental health issues, older, younger.
Contact Details	2 Martineau Lane, Norwich, NR1 2HX; 01603 617771; www.communityactionnorwich.co.uk
Scale	Offering support and help to over 100 people per week.
Geographical Area	Norwich.

Name	Community Chaplaincy
Description	Mentors people in prison and when they leave prison to support their rehabilitation and reduce re-offending.

Type of Clients	People being released from prison into Norfolk.
Contact Details	comm.chap.norf@hotmail.com
Scale	A small but growing project and part of the national Community Chaplaincy Association.
Geographical Area	Norfolk.

Name	Corton House
Description	Not-for-profit care home and sheltered housing community.
Type of Clients	Older people requiring care.
Contact Details	Corton House, City Road, Norwich.
Scale	Has 48 beds and 51 sheltered housing units.
Geographical Area	Norfolk and Waveney.

Name	Department for Work and Pensions(DWP)
Description	Government department focussed on finding people employment, paying state benefits and increasingly involved in a holistic approach to individual's needs.
Type of Clients	-
Contact Details	Alison Fearn (Operations Manager):alison.fearn1@dwp.gsi.gov.uk
Scale	Looking to develop services in the field of mental health especially, but all complex needs.
Geographical Area	Norfolk.

Name	Dreams & Visions
Description	Funding Charity.
Type of Clients	Christian individuals & groups.
Contact Details	Claire Woodmansee: 07456 292607; dreamsandvisions@rocketmail.com
Scale	Small Norfolk-based Christian community.
Geographical Area	Norfolk.

Name	Emmaus Norwich
Description	Supports people who have previously been homeless by offering a home, community, work, training and hope.
Type of Clients	Homeless.
Contact Details	info@emmausnorwich.org; 01986 895444; www.emmaus.org.uk/norwich
Scale	A home for up to 23 people who have been homeless. Offer low cost furniture collection, delivery and sales across Norwich, South Norfolk & Waveney. Shop & grounds make for a great day out!
Geographical Area	Norfolk & Waveney.

Name	English +
Description	Members work together to tackle a wide range of issues that are essential to building a fairer society and a more sustainable future. Provides free language classes and support to those isolated because of lack of English language.
Type of Clients	Adults wanting to learn or improve their English. Includes refugees, asylum seekers, economic migrants and anyone else isolated through lack of English language.
Contact Details	info@englishplus.org.uk; c/o 59 Cecil Road, Norwich, NR1 2QN
Scale	Sees about 100 clients weekly at 5 language sessions and see over 30 nationalities. Works with Norwich Integration Partnership.
Geographical Area	Norwich.

Name	Equal Lives
Description	Members work together to tackle a wide range of issues to building a fairer society and a more sustainable future, including through campaigning. Led by people who face disabling

	barriers and dedicated to making their voices heard. Supports people to empower themselves to live independent lives. Aims to give support to remove disabling barriers. Provides support and information for the day to day tasks of living. Able to help in regards to employing a personal assistant, benefits, help or advice for caring for an elderly friend / relative.
Type of Clients	People of any age with any kind of disability, and their families and carers.
Contact Details	Information, Advice and Advocacy Services Manager: mark.harrison@Equallives.org.uk Advisor-advocate: michael.shanks@equallives.org.uk Membership Officer: penny.parker@equallives.org.uk
Scale	The largest disabled people's user led organisation in the country.
Geographical Area	Norfolk and Suffolk.

Name	Feed (The)
Description	Help provide training and work experience in the food industry to people who have experienced homelessness or barriers to employment.
Type of Clients	People who have faced homelessness, mental health issues, substance misuse history and ex-offenders.
Contact Details	01603 627841
Scale	Less than 10 staff.
Geographical Area	Norwich mainly.

Name	Fire and Rescue Service
Description	Fire safety and emergency response.
Type of Clients	Anyone in Norfolk is a potential client.

Contact Details	Garry Collins (Head of Community safety) / Isabel (Equality Officer): Isabel.Farrelly@fire.norfolk.gov.uk
Scale	Over 100 employees and 40+ volunteers.
Geographical Area	All aspects of our community.

Name	FoodCycle
Description	National charity which takes surplus food and uses it to provide free meals for any members of the community who are experiencing social isolation or food poverty. Norwich project has been running for several years, with a strong volunteer base that regularly cooks for up to 100 guests every Friday evening.
Type of Clients	Meals are open to all.
Contact Details	Alex Collis (Regional Manager): 07377 866303; alex@foodcycle.org.uk
Scale	Currently serve up to 100 people each week, but looking to expand service.
Geographical Area	City Centre of Norwich (Upper Goat Lane), although guests come from across Norwich.

Name	Future Projects
Description	Charity which began as a community group in 2000, having been established by two local volunteers wanting to address poverty and social exclusion in their local housing estate. The charity's founders also recognised that in order to affect meaningful and lasting change, any such service must address both the whole needs of the individual and the community and must focus on building skills and resilience to promote independence. The vision remains unchanged: to see vibrant and strong communities which are free from disadvantage and deprivation. Future Projects help children and adults in Norfolk to address severe and multiple

	deprivation, by providing a range of high quality, community-based projects and services which promote: employment, education, health, skills, physical and mental wellbeing, and improved life chances for local residents.
Type of Clients	Children and adults experiencing severe and multiple deprivation and disadvantage.
Contact Details	Future Projects, Baseline Centre, 65/67 Knowland Grove, Norwich, NR5 8YD
Scale	Small to medium size charity employing 34 people and around 170 volunteers to work from our community venues in some of the poorest and most deprived areas of Norfolk. The charity supports around 2,000+ individuals each year.
Geographical Area	Norfolk.

Name	Future Radio
Description	Provides a diverse, accessible, and engaging community radio service which educates and supports the local and wider community, provides high quality output and promotes community development and cohesion.
Type of Clients	Offers training and broadcasting opportunities to a range of disadvantaged groups in the local community - recent projects include effective working with: people in and leaving the criminal justice system, the elderly and those in care, young people and the homeless.
Contact Details	Future Radio: The Neighbourhood Centre, 168b Motum Road, Norwich, NR5 8EG; 01603 250056; Station Manager Kate Roma (Station Manager): k.roma@futereradio.co.uk
Scale	Future Radio is part of Future Projects www.futureprojects.org.uk
Geographical Area	Norwich and the surrounding area

Name	Garage (The)
Description	An important creative space for the communities of Norfolk and beyond. Working with local and national partners to provide high quality performing arts programming, participation, education and training for all ages. The charity has a strong emphasis on engaging those with least access to the arts, especially young people.
Type of Clients	It is a place for everyone but has a particular focus on young people from all backgrounds.
Contact Details	Rachael Morrison (Youth Arts Worker): rachael.morrison@thegarage.org.uk; www.thegarage.org.uk; 01603 283382; info@thegarage.org.uk
Scale	-
Geographical Area	Norwich City Centre.

Name	Genesis Housing Association
Description	Housing single homeless people 18+.
Type of Clients	Single homeless.
Contact Details	Andy Moulton (Service Manager): andy.moulton@genesisha.org.uk
Scale	Genesis HA is predominantly a London based HA with 33,000 units of accommodation.
Geographical Area	East Anglia / London.

Name	GMB Norfolk Public Services Branch
Description	Trade Union representing union members in public service across Norfolk. Would like to be further involved in anti-poverty campaigns, benefit take-up campaigns, and welfare rights work.
Type of Clients	Mainly school support staff across Norfolk
Contact Details	Norwich Office: 01603 626 492

Scale	Involved in the public and private sectors nationally as one of the largest UK Trade Unions.
Geographical Area	Norfolk.

Name	Grace House
Description	Homelessness.
Type of Clients	Those with mental illness and are homeless.
Contact Details	Elaine Lowther (Support Worker): lowestoft46@gmail.com
Scale	Volunteers.
Geographical Area	Norwich.

Name	Grow Organisation (The)
Description	Provides wellbeing prevention and recovery services, based on outdoor activity and healthy eating.
Type of Clients	Works with mental health service users, veterans and emergency service personnel with PTSD, individuals struggling with social isolation, volunteers and job seekers.
Contact Details	Bowthorpe Community Hub, Bowthorpe Hall Road, Norwich, NR5 9AA; 01603 740107; hub@thegroworganisation.org; www.thegroworganisation.org; Twitter: @GrowCentre; Facebook: @TheGrowOrg
Scale	Currently deliver wellbeing services to 40 people per week and aims to increase this over 2018/19 to approx. 60 people per day.
Geographical Area	Delivers wellbeing services from the Bowthorpe Hub in west Norwich.

Name	Hala's House 2 Home
Description	Drop in centre for asylum seekers and refugees based in Norwich.

Type of Clients	Asylum seekers and refugees, particularly those who speak Arabic.
Contact Details	Cathy Nicholls (volunteer): cathynicholls@allbelievers.org
Scale	Small scale organisation.
Geographical Area	Serves those in the Norwich area especially.

Name	Home-Start Norfolk
Description	Provides family support to vulnerable children under 5 and their families. Areas of support include: mental health, early years, poverty, disability and parenting.
Type of Clients	Children under 5 and their families.
Contact Details	Helen Chester (CEO): admin@homestartnorfolk.org; 01603 977040
Scale	From 1st January to 31st December 2017, 393 families were supported across Norfolk. Within these families, 687 adults and 890 children benefitted from the service.
Geographical Area	Norfolk wide.

Name	Hope into Action
Description	Enables churches to house the homeless.
Type of Clients	Homeless / vulnerably housed, ex-offenders, recovery from addiction, fleeing domestic violence, refugees, suffering with mental health struggles, debt, family breakdown, leaving prostitution.
Contact Details	Kate Doran-Smith (Norwich Coordinator): 01603 927271; kate.doran-smith@hia.org.uk
Scale	50 houses nationally across 14 cities and towns in the UK. Norwich is the second largest HIA project with 9 houses. Since Norwich started in 2012, 70+ people have been homed and supported.

Geographical Area	UK wide, including specifically Norwich.
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Name	International Friendship Group
Description	Women who want to improve their English.
Type of Clients	Women improving their English.
Contact Details	The group meets at St Matthews Church, Thorpe, Norwich. Anne Spalding (volunteer): annespalding@hotmail.com
Scale	-
Geographical Area	Norwich.

Name	Julian Support
Description	Liaison and Diversion Service with offenders in custody settings across Norfolk and Suffolk. Aim to address social need and re-engagement with services.
Type of Clients	Offenders - all vulnerabilities including Mental Health need.
Contact Details	Penny Newton (Service Manager of Criminal Justice Service): 01603 767718
Scale	Provides Liaison and Diversion, Outreach, Supported Housing Services.
Geographical Area	Norfolk and Suffolk.

Name	Kings Community Church
Description	A local church that runs several projects supporting the community across Norwich including a site in central Norwich and 'The King's Venue' in Mile Cross
Type of Clients	Mixed range of people from the local community including: people coping with homelessness or isolation, the elderly, people with learning disabilities, people with mental health problems, parents of young children, those managing personal debt, young people, refugees & migrants.

Contact Details	King's Community Church: 01603 765795 The King's Venue: 01603 419767 Ailsa Magee (Lead for Community Projects): ailsa@kings-norwich.com
Scale	-
Geographical Area	Central Norwich & Mile Cross area.

Name	Kings Money Advice
Description	Provides a free debt and money advice service in association with Community Money Advice (CMA).
Type of Clients	Any person(s) with debt or budgeting problems. Does not handle business debt.
Contact Details	Michael Lamb (Team Leader): 07795 327172; Freephone: 0800 9709875; moneyadvice@kingsnorwich.com
Scale	3 part-time advisers; approx. 30+ new clients each year.
Geographical Area	Usually Norwich area.

Name	Leeway Domestic Violence and Abuse Services
Description	Provide a variety of accommodation and support for adults and children living with or fleeing domestic violence and abuse. Some services are provided in different areas depending on funding. There is an advocacy service for victims at high risk of further harm and Refuge accommodation.
Type of Clients	Residential accommodation is accessed by women and children. Community support is accessed by adults and children / young people living with, fleeing or affected by domestic violence or abuse.
Contact Details	Leeway Domestic Violence and Abuse Services, Po Box Leeway, City Hall, Norwich NR2 1NH; 0300 561 0077
Scale	-
Geographical Area	Norfolk and Waveney.

Name	Lighthouse (The), Sheringham
Description	Local church, working in the community in North Norfolk.
Type of Clients	Those in need.
Contact Details	01263 820050; peterfarleyis@btinternet.com
Scale	Investigating setting up a Care Farm and Men's Shed.
Geographical Area	North Norfolk.

Name	Living Wage Norwich
Description	Set independently and updated annually according to the basic cost of living in the UK, the Living Wage is the amount that allows a person to live, rather than just survive. Aims to support and encourage businesses in the Norwich area to voluntarily commit to paying their employees and contract staff the real Living Wage.
Type of Clients	Businesses / employers and individuals interested in being paid more effectively, in the Norwich area.
Contact Details	Nicholl Hardwick (Intern): nicholl.hardwick@livignwagenorwich.org.uk; www.livingwagenorwich.org.uk
Scale	Norwich has 5 trustees and 1 intern plus a network of supporters (Norwich is a branch of a national organisation).
Geographical Area	Mainly Greater Norwich.

Name	Loving by Giving
Description	Working with Norwich prison providing an urban survival kit (backpack with items including a sleeping bag and set of clothing) to prison leavers.
Type of Clients	Ex-offenders being released with no fixed abode.
Contact Details	Loving By Giving Head Office, 55A Ramsden Square, Cambridge CB4 2BN
Scale	Just starting up!

Geographical Area	Norfolk.
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Name	MAP (Mancroft Advice Project)
Description	Young person's charity providing information, advice, youth work and therapeutic support and counselling to young people aged 11 – 25 years old. The youth mental health team support the wellbeing of 11-18 year olds in Norfolk through group work in schools, 1-2-1 drop-ins and psychosocial interventions. MAP hopes that by providing holistic support for young people at the earliest opportunity in the most accessible way, young people will become self-reliant and ready for adult life and so prevent problems getting bigger and lasting longer.
Type of Clients	Young people aged 11-25.
Contact Details	The Risebrow Centre, Norwich NR2 1RF; 01603 766964; info@map.uk.net; www.map.uk.net
Scale	Advice, counselling and youth work to 9,000 young people a year.
Geographical Area	Centres in Norwich and Great Yarmouth, peripatetic services around the county.

Name	Magdalene Group, (The)
Description	Provides a range of services to prevent and support young people and women who experience sexual exploitation and coercion.
Type of Clients	Women, young people.
Contact Details	CEO@magdalene group.org
Scale	Three primary programmes: Doorway women's services; ROSE Project young people service; Jigsaw Education Programme; En- route supported accommodation programme.
Geographical Area	Norfolk.

Name	Matthew Project, (The)
Description	Aims to enable people to make more informed choices concerning physical, emotional, mental and spiritual well-being, in a way which reflects the belief in unconditional acceptance in order to: actively empower individuals; encourage sense of self-worth; help to realise full potential. This is achieved through appropriate and feasible feedback and sustained contact with other professionals.
Type of Clients	Substance misuse, homelessness, prisoners and criminal justice, young people, Veterans, carers and families.
Contact Details	01603 626123 or 01603 626123; unity@matthewproject.org; www.matthewproject.org
Scale	Work across East Anglia and currently have over 130 staff members.
Geographical Area	East Anglia.

Name	Migrants Organise
Description	A platform where refugees and migrants organise for power, dignity and justice. Develop leadership and open up spaces for relational, organised participation of migrants and refugees in public life.
Type of Clients	Migrants and refugees.
Contact Details	Sian Drinkwater (Migrant Organiser of East and South East Migrants Organise); 020 8964 4815 & 07388 877574; sian@migrantsorganise.org; Twitter: @migrantsorg; Facebook: @migrantsorganise; www.migrantsorganise.org
Scale	-
Geographical Area	National.

Name	Mind
Description	Supporting people with long term, complex mental health diagnosis.
Type of Clients	People with a mental health diagnosis.
Contact Details	Louise Hedley-Woolf (Manager Outreach): louisewoolf@norwichmind.org.uk
Scale	Covers central Norwich and county wide
Geographical Area	Norfolk.

Name	Mow & Grow
Description	Delivers garden clearance and maintenance services enabling people to remain independent at home, while providing routes to employment for job seekers.
Type of Clients	Deliver services to vulnerable people, private customers, commercial businesses, local authorities, social landlords, parish councils, schools and job seekers.
Contact Details	Bowthorpe Community Hub, Bowthorpe Hall Road, Norwich, NR5 9AA; 01603 740107; hub@thegroworganisation.org; www.thegroworganisation.org; Twitter: @GrowCentre; Facebook: @TheGrowOrg
Scale	Currently deliver gardening services to over 500 properties per year.
Geographical Area	Across Norfolk and North Suffolk.

Name	Norfolk and Waveney Churches Together
Description	An Intermediate Body of Churches Together in England covering the whole of Norfolk and those parts of the Waveney area around Lowestoft.
Type of Clients	7 Christian denominations working together.
Contact Details	Catherine Howe (County Ecumenical Officer at Norfolk and Waveney): 01603 270360; catherine.howe@dioceseofnorwich.org

Scale	Small.
Geographical Area	Norfolk & Waveney.

Name	Norfolk Community Advice Network
Description	Norfolk Community Advice Network (NCAN) is an alliance of over 50 free social welfare advice providers, led by a Steering Group of members. It was established in the 1990's, and has the goal to ensure that Norfolk residents can access good quality social welfare information, advice, assistance and representation at a time or place when they need them most.
Type of Clients	Social Welfare Advice Organisations
Contact Details	ncan@ncls.co.uk; www.norfolkcan.org.uk
Scale	2 members of staff; 45 member and partner organisations.
Geographical Area	Norfolk.

Name	Norfolk Community Health and Care (NHS)
Description	The volunteering service of NCH&C NHS Trust works with staff to recruit and support volunteers who assist across all services to add value to the patient experience.
Type of Clients	Patients who are supported by our volunteers are primarily older people, with a wide variety of health and social care needs, including disabilities.
Contact Details	The Volunteering Service, Norwich Community Hospital, Bowthorpe Road, Norwich.
Scale	Currently has a service manager leading a team of 3 volunteer co-ordinators and approximately 90 volunteers, increasing all the time.
Geographical Area	Norfolk.

Name	Norfolk Community Health and Care
Description	'Although employed by Voluntary Norfolk I work for Norfolk Community Health and Care NHS trust

	who provide community health care services to patients in Norfolk.'
Type of Clients	Patients accessing healthcare services such as community nursing, continence clinics, rehabilitation wards, children's services.
Contact Details	volunteering@nchc.nhs.uk
Scale	Serves 900,000 patients across Norfolk.
Geographical Area	Norfolk.

Name	Norfolk Community Law Service
Description	Working with partner agencies to identify gaps in the provision of legal advice and try to develop services to meet those gaps - current services include: family, employment, debt, welfare benefits, immigration, domestic abuse, discrimination. The lead agency for NCAN (Norfolk Community Advice Network).
Type of Clients	Particularly promotes services to vulnerable clients e.g. offenders, ex-offenders, people with mental health issues or long term physical health problems, migrant workers, etc.
Contact Details	info@ncls.co.uk; www.ncls.co.uk
Scale	17 paid staff and 130 volunteers, including 65 solicitors and about 50 law students. Sees about 2,500 new clients each year.
Geographical Area	Norfolk.

Name	Norfolk Constabulary / Police
Description	Law and order, public service and support, keeping people safe.
Type of Clients	All citizens can use our organisation for a variety of reasons.
Contact Details	Julie Inns (Equality & Diversity Manager): innsj@norfolk.pnn.police.uk
Scale	County wide.
Geographical Area	County of Norfolk and advise nationally.

Name	Norfolk County Council – Care Act Compliance Lead
Description	Local authority care provider.
Type of Clients	Elderly / disabled / those experiencing poor health.
Contact Details	-
Scale	Provision of care and assessment services to vulnerable adults throughout Norfolk.
Geographical Area	Norfolk.

Name	Norfolk County Council – Libraries
Description	Provide public libraries across Norfolk, open to all and free to access. Libraries provide internet access, warm and social spaces, signposting to information, support services and books for children and adults.
Type of Clients	People from all walks of life and at all stages in their lives. Certain life events are likely to trigger a return to library use: becoming a parent, becoming unemployed, entering study, entering retirement etc.
Contact Details	Beth Southard (Children and Young People’s Librarian): beth.southard@norfolk.gov.uk Norfolk Library and Information Service: libraries@norfolk.gov.uk
Scale	There are 47 libraries in Norfolk, covering all areas of the county. More than a quarter of the population uses the library service in a single year.
Geographical Area	Norfolk.

Name	Norfolk County Council – Welfare Rights
Description	Provides advice across Norfolk. Referrals are made by social workers, Occupational Therapists and other health professionals.
Type of Clients	Children and Adults who use Norfolk County Council Adult / Children's Social Services.
Contact Details	01603 222285
Scale	Several hundred clients a year. All of Norfolk is covered, mostly with appointments in client's homes.
Geographical Area	Norfolk.

Name	Norfolk County Council – Vulnerable People’s Commissioning
Description	Improving outcomes for vulnerable people. Would like to develop a more cohesive offer and clear pathways for vulnerable people.
Type of Clients	None specific.
Contact Details	Fiona Lomax (Vulnerable People's Commissioning Office): fiona.lomax@norfolk.gov.uk
Scale	Local authority.
Geographical Area	Norfolk.

Name	Norfolk Deaf Association
Description	Aims to improve the lives of young people and adults with all degrees of hearing loss, including personal, emotional and practical support; hearing aid maintenance; advice on assistive listening technology and communication methods; support and information on hearing loss and other related conditions. The services currently offered by NDA include Befriending, Tinnitus Support Group, Hearing Loss Awareness Training, BSL Courses and a 'Hard Of Hearing' Club.

Type of Clients	Young people and adults with all degrees of hearing loss.
Contact Details	Aliona Derrett (Chief Executive): 120 Thorpe Road, Norwich, NR1 1RT
Scale	We are currently supporting 11,100 people with hearing loss in Norfolk.
Geographical Area	Norfolk.

Name	Norfolk Family Mediation
Description	Norfolk Family Mediation provides support to couples through separation, divorce and family disputes. Mediation is about resolving divorce and separation issues without a painful and expensive legal battle. Strives to offer a low-cost, welcoming and professional service to help people through these difficult times.
Type of Clients	The services are available to all; clients from all walks of life use the service. Private appointments are offered and NFM is registered with the Legal Aid Agency, meaning that clients who qualify for Legal Aid assistance receive our services free of charge. Particularly keen to support families with children and to help the most vulnerable members of society.
Contact Details	01603 62058; admin@norfolkmediation.co.uk; www.norfolkmediation.co.uk
Scale	Sees around 600 people each year for an initial assessment meeting, with over 50 couples going on to receive mediation. Primary operation is in Norwich but provides outreach in North Norfolk and Thetford and keen to expand wherever possible.
Geographical Area	Operate throughout Norfolk; central office is in Norwich.

Name	Norfolk and Suffolk NHS Foundation Trust
Description	Youth Mental Health Services.
Type of Clients	Young people with complex mental health conditions.
Contact Details	80 St Stevens Road, Norwich, NR1 3RE
Scale	NHS mental health.
Geographical Area	Norfolk.

Name	Norfolk Street Partnership
Description	Goes onto the streets of Norwich as a team to help vulnerable people.
Type of Clients	Anyone who is in a vulnerable situation/state on or around Prince of Wales Road on a Saturday night 10pm to about 3am.
Contact Details	penny@nspuk.org; www.nspuk.org
Scale	Currently have 26 volunteers.
Geographical Area	Mainly Prince of Wales Road and city of Norwich.

Name	Norfolk Unite Community
Description	Trades union.
Type of Clients	Unemployed, retired, zero hours and casual workers.
Contact Details	Secretary, Unite Community, 23 Douro House, Norwich, NR2 4BG
Scale	Norfolk.
Geographical Area	Norfolk.

Name	Norwich Cathedral
Description	A Christian presence at the heart of Norfolk, a place of welcome, learning and worship. As Norfolk's most popular tourist destination, the

	Cathedral welcomes visitors from around the world.
Type of Clients	Welcomes people of all faiths and no faith. Amongst the hundreds of visitors who come each day are those seeking help, support and / or guidance. Day Chaplains exercise a listening ministry and signpost people as appropriate to other sources of help within the city.
Contact Details	Norwich Cathedral, The Chapter Office, 65 The Close, Norwich, NR1 4DH; 01603 218300; www.cathedral.org.uk
Scale	At least 125,000 visitors per year.
Geographical Area	Serving the Diocese of Norwich and the county of Norfolk.

Name	Norwich City Council
Description	Helping Norwich residents with housing / homelessness. Responsible for local services such as housing, planning, leisure and tourism.
Type of Clients	Residents of Norwich.
Contact Details	St Peters Street, Norwich, NR2 1NH
Scale	39 councillors, elected to represent 13 wards, each with three councillors.
Geographical Area	Norwich.

Name	Norwich Credit Union
Description	A financial cooperative offering safe savings and low cost loans to members in the county of Norfolk. Services can be accessed by phone or email. Payment cards to save at post offices and 'PP' paypoints. Prepaid cards can be used in shops, online & ATMs.
Type of Clients	People wanting a savings account; those interested in local, ethical banking. Also those

	with limited ID who cannot get a high street bank account.
Contact Details	www.norwichcreditunion.org.uk; 01603 764904; 07504 433758
Scale	Over 900 members. 9 service points in Norwich, Dereham and Great Yarmouth.
Geographical Area	NR postcodes and those areas of Norfolk with PE and IP post codes.

Name	Norwich Diocese - Urban Officer and CUF Link Officer
Description	Encourage Churches to engage with poverty in their communities.
Type of Clients	All.
Contact Details	Diocese of Norwich, Diocesan House, 109 Dereham Road, Easton, Norwich, NR9 5ES.
Scale	Support churches in every community.
Geographical Area	Norfolk and Waveney.

Name	Norwich Foodbank
Description	Provides 3-day nutritionally balanced food parcels to local people in crisis, all of whom are referred by a care partner or agency who are working to resolve the client's crisis situation.
Type of Clients	Those who are in need of food - always for financial reasons but could also include mental and physical health issues also.
Contact Details	01603 251733; admin@norwich.foodbank.org.uk
Scale	Gave out approximately 9,500 food parcels (each providing 3-days worth of food) in the calendar year of 2017. Some clients will have received more than 1 parcel so the number of individuals helped is lower than this figure.

Geographical Area	Greater Norwich - including Wymondham, Wroxham, Loddon and the areas in between.
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Name	Office of the Police and Crime Commissioner
Description	Protecting the vulnerable, supporting victims and preventing crimes.
Type of Clients	Protecting the vulnerable, supporting victims and preventing crimes
Contact Details	Vicky Day (Head of Prevention and Rehabilitation): vicky.day@norfolk.pnn.police.uk
Scale	The PCC is responsible for drawing up a Police and Crime Plan for our county, setting out how, in partnership, they will tackle and prevent crime and disorder in Norfolk, protect the most vulnerable in our community and support victims.
Geographical Area	Norfolk.

Name	Ormiston Families
Description	<p>East of England's family charity, supporting children, young people and families to manage the challenges they face and improve their life chances. Provides wide-ranging support for children and young people, from mental health services, helping to bridge the gap between home and school, support for imprisonment and much more.</p> <p>The Breaking Barriers service supports children and families affected by imprisonment, offering 1:1 sessions for children in schools to support them through their worries and concerns around having a parent / family member in prison.</p>
Type of Clients	'My specific role is working with individuals who are on a Community Order or Licence. I work 1:1 to look at any issues relating to families, children

	and relationships. I also deliver group work that aims to create an environment for change with the main objectives being to: explore attitudes and values, recognise how behaviours affect others, reflect upon family and social networks, and to develop self-awareness.' Breaking Barriers is for children aged between 5-16, offering 6 x one to one sessions in school.
Contact Details	Unit 17, The Drift, Nacton Road, Ipswich, IP3 9QR; 01473 724517; Fax: 01473 274255; Breaking Barriers (Senior Practitioner): francesca.shimi@ormistonfamilies.org.uk.
Scale	Has over 35 years' experience in providing support for disadvantaged children, young people and families. Works with local government, police, schools, health sector and other voluntary organisations. Delivers four core programmes: 'Engage' improves educational outcomes and life chances for children and young people; 'Nurture' helps families during the early years of their child's life; 'Unite' works with prisoners and their families to minimise the impact of imprisonment on their children; 'Connect' works within local communities in a variety of settings to address individual needs and challenges.
Geographical Area	Ormiston Families operates throughout the East of England, with some specific roles in Norwich.

Name	Prince's Trust, (The)
Description	The Prince's Trust launched in 1976, when HRH The Prince of Wales, having completed his duty in the Royal Navy, became dedicated to improving the lives of disadvantaged young people in the UK. The Prince's Trust delivers eight core programmes in collaboration with key partners to

	support young people on their journey towards a brighter future.
Type of Clients	Supports 11-30 year olds who are either struggling to succeed in education or who are Not in Employment, Education or Training (NEET).
Contact Details	www.princes-trust.org.uk; 0800 842 842; For young people: TEXT 'CALL ME' TO: 07983 385418
Scale	The Prince's Trust has over 1,100 staff and around 9,000 volunteers and secondees. Together, last year, they supported over 56,000 young people across the UK. Has supported 1 million young people over the last 40 years and aims to reach another 1 million in the next 10 years.
Geographical Area	Part of a national charity. In the East of England there are offices in Norwich, Ipswich and Stevenage.

Name	Quakers Religious Society of Friends
Description	Religious organisation.
Type of Clients	Many organisations make use of the premises including Food Cycle and the Norwich International Youth Project.
Contact Details	01603 624854; clerks@norwichquakers.org.uk
Scale	Only by providing facilities.
Geographical Area	Greater Norwich.

Name	St Andrew's Church, Lowestoft
Description	Professes the gospel in word and deed.
Type of Clients	Everyone.
Contact Details	Rev D Rogers: 07584 551443
Scale	Mainly the parish of Roman Hill; approx. 6,000 people.
Geographical Area	Roman Hill Lowestoft.

Name	St George's Church, Colegate
Description	A city centre church community holding regular worship services. Desire to keep the church open unattended during the day as a place for passers-by to enjoy a quiet peaceful space.
Type of Clients	City centre based, whose premises (inside and outside) are sometimes used by homeless people as well as other visitors.
Contact Details	Anne Duarte (St George Colegate PCC secretary), c/o St George's Music Shop, 17-19 St George's Street, Norwich, NR3 1AB
Scale	Regular Sunday attendance at the church is about 30, and growing. Has no formal relationship or operations with 'drop-in' visitors.
Geographical Area	St George Colegate parish covers the area north of the river and south of the inner ring road in Norwich.

Name	St Luke's Church
Description	Parish church offering practical, emotional and spiritual support, including operating 4 social & lunch clubs each week for the elderly, marginalised, disabled and homeless / vulnerable. Plus offer excellent community premises for art, dance, music, sport and counselling support groups. Hosts English Plus literacy classes for asylum seekers / refugees weekly.
Type of Clients	Described as an Inclusive Church.
Contact Details	Rev'd David Austin, St Luke's Vicarage, 61 Aylsham Road, Norwich, NR3 2HF; www.stlukesnorwich.org.uk ; Facebook: 'St Luke's

	Church Norwich'; Dsj.austin@hotmail.com; 01603 469112
Scale	100 people per week attend the social and lunch clubs, plus more at other activities.
Geographical Area	New Catton - Norwich North.

Name	St Martins
Description	Homelessness charity.
Type of Clients	People who are homeless, threatened by homelessness or needing housing support.
Contact Details	35 Bishopgate, Norwich.
Scale	Operates a direct access hostel; hostel for people with dual diagnosis; hostel for older clients; training centre and outreach services.
Geographical Area	Norwich and Norfolk.

Name	St Mary's Church Attleborough
Description	Church in Attleborough.
Type of Clients	Access available to all members of the community.
Contact Details	St Mary's Church Office, Church Street, Attleborough, NR17 2AH
Scale	150 members.
Geographical Area	Attleborough.

Name	St Matthew's Church
Description	Parish Church serving the community with particular emphasis being a Recovery Friendly Church, providing support for ethnic minority women, and activities to prevent loneliness through a range of activities for all ages.
Type of Clients	Those needing support with mental health issues, people needing opportunities to socialise, young

	mothers and children, teenagers, ethnic minority women, parishioners part of the church service.
Contact Details	Rev. Patrick Jordan: The Vicarage, Albert Place, Norwich, NR1 4JL; 01603 494015; revpatrickjordan@gmail.com; www.stmatthewschurchthorpehamlet.org.uk
Scale	Details on the website.
Geographical Area	Thorpe Hamlet Norwich but good practice is shared with parishes in Norwich East Deanery.

Name	St Peter Mancroft
Description	City Centre Anglican Church.
Type of Clients	A cross section of society.
Contact Details	Church Office ,The Chantry, Chantry Road Norwich NR2 1QZ
Scale	Each Sunday about 200, plus those attending weekly services. Church open daily.
Geographical Area	Citywide.

Name	Safe Haven
Description	Emergency assistance overnight in city centre, on Friday and Saturday nights. Provision of hot drinks, sleeping bags, warm clothing, advice and referral to other agencies.
Type of Clients	Homeless, rough sleepers, substance abusers, clients unable to access other services at night on weekends.
Contact Details	safehavennorwich@outlook.com; 07887 954480
Scale	Operating from premises at top of Prince of Wales Road; small scale; volunteer workforce.
Geographical Area	Norwich city centre.

Name	Salvation Army, (The)
Description	The Norwich Citadel operates a soup run every night of the year, with volunteers serving at the Haymarket. Works in conjunction with the Pottergate ARC Day Centre.
Type of Clients	Street homeless, vulnerable and disadvantaged local people.
Contact Details	The Salvation Army, Norwich Citadel, St. Giles Street, Norwich, NR2 1LL; 01603 620747
Scale	Depending upon time of year, serves 30 - 80 people each evening.
Geographical Area	Norwich.

Name	Salvation Army's Pottergate ARC
Description	'I run a drop in centre for primarily homeless people and we are able to meet basic needs e.g. food, showers, clothes, warmth, friendship and safety. We also are able to refer people on to other agencies depending on their needs.'
Type of Clients	Homeless, vulnerable adults, those in need.
Contact Details	Nicola Darkins (Pottergate ARC Service Manager): 01603 663496 and 07843 446946; Nicola.darkins@salvationarmy.org; www.salvationarmy.org
Scale	Have approx. 1,800 visits per month and this is increasing. In August 2017 had over 2,000 visits to the service.
Geographical Area	Norwich City Centre. Located on Pottergate.

Name	Shelter
Description	Shelter helps millions of people every year struggling with bad housing or homelessness through advice, support and legal services. 'We

	campaign to make sure that, one day, no one will have to turn to us for help.’
Type of Clients	Norwich office gives people one-to-one, personalised help with all of their housing issues. Free emergency helpline is open 365 days a year and is often the first port of call for people facing a housing crisis. Solicitors provide free legal advice and attend court to help people who’ve lost their homes or are facing eviction.
Contact Details	0344 5151779; Norfolk@shelter.org.uk
Scale	Advise around 1,000 people each year from Norwich office alone. Shelter is a National Organisation with 11 Hub locations across the UK.
Geographical Area	Across Norfolk.

Name	Slow Theatre Company
Description	A not-for-profit theatre company that uses the arts both artistically and for wellbeing with individuals and communities that face challenges.
Type of Clients	People on low incomes, with mental health challenges, addictions, or living with learning or physical disabilities.
Contact Details	info@slowtheatrecompany.co.uk
Scale	A ‘tiny’ company but looking for further partnerships for a project in the Jenny Lind area of NR2, and for the well-being workshops, working with people and carers of people living with dementia, and people living with cancer.
Geographical Area	Norwich and Norfolk.

Name	STN Trust
Description	Journeys with individuals both in Norwich and beyond to see them released from circumstances which enslave them - such as debt, poverty,

	addiction, crime, slavery, an absence of or under-education. Work with individuals through mentoring and befriending schemes, and in partnership with other organisations.
Type of Clients	People whose circumstances enslave them. For example, people released from prison, those seeking asylum, survivors of trafficking, those who are homeless.
Contact Details	info@stntrust.org
Scale	A relatively new organisation, with two members of staff and a number of volunteers.
Geographical Area	Norwich, India, Cambodia, Sierra Leone.

Name	Street Presence
Description	A presence on the streets, for whoever, whatever their circumstances and need, but especially those encountered within weekend night-time hours. The teams are available to provide a listening ear, a calming presence, support, or signposting, depending on the situation.
Type of Clients	Homeless, intoxicated, injured, ill, bereaved, addicted, suicidal, missing, trafficked, offenders, unemployed, violent, lost, those seeking to assist the aforementioned.
Contact Details	www.streetpresence.org; 01603 340999
Scale	Small scale with mostly local contacts & expertise, completely volunteer run. Combined training from over 30 relevant organisations with cooperation from over 60 organisations to resolve problems encountered by those met on the street.
Geographical Area	Mainly Norwich area but support has been provided much further afield as requested.

Name	Talent Match
Description	Talent Match supports long term unemployed 18-24 year olds to break down barriers preventing them achieving a positive future.
Type of Clients	18-24 old NEET (not in education, employment or training).
Contact Details	sue.buffin@princes-trust.org.uk; 07436 833015
Scale	By December 2018 will have supported 1,300 young people.
Geographical Area	Norwich, Waveney, Ipswich, Kings Lynn.

Name	Thetford Foodbank
Description	Gives out donated food and other supplies to people in need referred by other agencies.
Type of Clients	Those in need of food support including those on benefits, low income, with ill health, etc.
Contact Details	www.thetford.foodbank.org.uk
Scale	Attleborough sees 2-3 families per week.
Geographical Area	Thetford and surrounding areas, including Attleborough, Brandon and Watton.

Name	Together for Mental Wellbeing
Description	Housing support for people with severe and enduring mental ill health.
Type of Clients	People with severe and enduring mental illness. Together's clients are either homeless, at risk of homelessness or living in inadequate housing and suffer chronic and severe mental health conditions, often with dual diagnosis which has an enduring impact on their lives.
Contact Details	Together for Mental Wellbeing, Sapphire House, Roundtree Way, Norwich, NR7 8SQ; 01603 485095; www.together-uk.org

Scale	Provides a Norfolk-wide service; Together for Mental Wellbeing has been supporting people with poor mental health since 1879, nationwide. Together with Mind and St Martin's Housing Trust, has just been awarded a 10-year contract to provide Norfolk-wide recovery focused mental health support starting on 1st March 2018, supporting adults with severe and enduring mental health needs.
Geographical Area	Together covers the whole of Norfolk / Nationwide.

Name	University of East Anglia (specific project)
Description	'I am president of Leeway Society, a fledgling fundraising society within the UEA student union dedicated to raising money for Leeway, a local domestic violence charity.'
Type of Clients	Students.
Contact Details	uea.leewaysoc@gmail.com
Scale	Currently small scale, hoping to increase membership in January following on campus events.
Geographical Area	University of East Anglia campus, and Norwich.

Name	Victim Support
Description	Free and confidential service offering emotional and practical support to victims of any crime.
Type of Clients	Anyone who is a victim of crime can access this service.
Contact Details	0300 303 0165; www.victimsupport.org.uk
Scale	Works throughout England and Wales.
Geographical Area	Norfolk, Suffolk and UK wide.

Name	Voluntary Norfolk
Description	Provides a range of voluntary and community sector services, including community development, employment and skills support, health and social care provision and bespoke organisational development advice.
Type of Clients	Project dependant.
Contact Details	Thomas Richards (Senior Community Development Worker): 01603 614474
Scale	Has over 50 members of staff operating predominantly in urban areas across Norfolk.
Geographical Area	Norfolk.

Name	Your Own Place
Description	Works with 16-25 year olds at risk of homelessness, supporting them through the transition to independence with 1-2-1 employment support, tenancy training and mentoring.
Type of Clients	16-25 year olds.
Contact Details	Your Own Place CIC; www.yourownplace.org.uk
Scale	-
Geographical Area	Currently works across Norfolk but about to expand into Suffolk.

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